



E911 STATEWIDE SERVICES SUPPORT POLICY

See Also:

RCW 38.52.501
RCW 38.520
RCW 38.540
RCW 38.545
RCW 82.14B.030
WAC 118-66

STATEWIDE SERVICES SUPPORT POLICY

This policy applies to all counties that have imposed the maximum county enhanced 9-1-1 tax allowed under RCW 82.14B. 030 (1) and RCW 82.14B.030 (1) and have not entered into a contract with the State E911 Office.

This policy also applies to Washington State Patrol (WSP) Public Safety Answering Point (PSAP) that have been designated by a County as a primary PSAP for wireless E911 calls and have not entered into contract with the State E911 office.

1. Background

Per RCW 38.52.540, the State E911 Coordinator is "authorized to enter into statewide agreements to improve the efficiency of enhanced 911 services for all counties...."

2. Statewide Services Paid Directly by State E911 Office

The following components are considered Statewide Services paid directly by the State E911 Office:

- a. NG911 Network
- b. E911 Network equivalent (B.01/P.01 grade of service level required)
- c. Switching office enabling
- d. Selective routing
- e. Traffic studies
- f. Automatic Location Identification (ALI) Data Management System (Database) not to exceed \$1.2 million per fiscal year, per county
- g. Alternate routing and/or Night service
- h. Frame relay / ALI transport
- i. Intertandem transfer trunks
- j. Telecommunications Services Priority (TSP)
- k. Language interpretive services
- l. Telecommunications training contracted with State E911 Office
- m. Telecommunications Teletype (TTY) training contracted with State E911 Office
- n. Coordination and facility expenses for E911 Coordinator forums (not to include attendance travel reimbursement)
- o. Coordination and facility expenses for State E911 Advisory Committee/Subcommittee meeting (not to include attendance travel reimbursement)

3. Decision

Statewide services listed above benefit all counties and WSP PSAPs and are paid directly by the State E911 office on behalf of the county and/or WSP. Counties are not required to use their local E911 excess tax against these expenses.

4. Eligible Counties

A County is only eligible for direct payment by the State E911 Office of the Statewide Services identified above, pursuant to this Policy, if the County:

- a. Has imposed the maximum county enhanced 9-1-1 tax allowed under RCW 82.14B.030 (1) and RCW 82.14B.030 (2); and
- b. Submits the documentation and reports specified in paragraph 6 below (Reports and Documentation) in accordance with due date listed below.

5. Eligible WSP Communication Centers

A WSP Communication Center (PSAP) is only eligible for direct payment by the State E911 Office of the Statewide Services identified above, pursuant to this policy, if WSP:

- a. Submits the documentation and reports specified in paragraph 7 below (Reports and Documentation) in accordance with due dates listed below.

6. Reports and Documentation for Counties

The information gathered from the reports will be compiled into a statewide cost analyst report that documents statewide E911 information.

- a. Reports and documentation required to be submitted to the State E911 Office by eligible Counties include the following:
 1. Annual Application For Statewide Services Report
 2. Annual Equipment Report
 3. Monthly Local Tax Report
 4. Monthly Call Volume Report
- b. Monthly Reports must be received by the 30th day following the month in which the information is for (example: July report information is due August 30th).
- c. Application for Statewide Services Report is due to the State E911 Office by April 30th of each year (example: FY12/FY13 Application is due April 30, 2011).
- d. Reports that are not received by the due date may result in nonpayment for Statewide Services. If the Statewide Services have already been paid, reimbursement for the cost of statewide services provided may be required from the County to the State E911 Office or offset by the State E911 Office against other funds payable to or on behalf of the County.
- e. The State E911 Office may request additional documentation and/or information for County operational expenses.
- f. A delay or not submitting reports and documentation may result in the county becoming ineligible for statewide services.
 1. If a County is found to be ineligible for statewide services, the State E911 Office will terminate direct billing on behalf of the county and will no longer pay directly or indirectly for statewide services.
 2. State E911 Office will not pay or reimburse a county until county status is once again eligible per RCW 38.52, WAC 118-66 and State E911 Office Policies.

3. Any expenses charged and paid by the State E911 Office for a county that have been deemed ineligible will be billed back to the County.

7. Reports and Documentation for WSP

The information gathered from the reports will be compiled into a statewide cost analysis report that documents statewide E911 information.

- a. Reports and documentation required to be submitted to the State E911 Office by eligible WSP Communications Centers designated by a County as a primary PSAP for wireless 9-1-1 calls include the following:
 1. Annual Application for Statewide Services Report
 2. Annual Equipment Report
 3. Monthly Call Volume Report
- b. Monthly Call Volume Reports must be received by the 30th day following the month in which the information is for (example: July report information is due August 30th).
- c. Application Report must be received by the State E911 Office June 30th of each year (example: FY12/FY13 application report is due April 30, 2011).
- d. Reports that are not received by the due date may result in nonpayment for Statewide Services. If the Statewide Services have already been paid, reimbursement for the cost of statewide services provided may be required from WSP to the State E911 Office or offset by the State E911 Office against other funds payable to or on behalf of the WSP PSAPs.
- e. The State E911 Office may request additional documentation and/or information for WSP PSAP operational expenses.
- f. A delay or not submitting reports and documentation may result in becoming ineligible for statewide services.
 1. If WSP is found to be ineligible for statewide services, the State E91 Office will terminate direct billing on behalf of WSP and will no longer pay directly or indirectly for statewide services.
 2. State E911 Office will not pay or reimburse WSP until WSP's status is once again eligible per RCW 38.52, WAC 118-66-045 and State E911 Office Policies.
 3. Any expenses charged and paid by the State E911 Office for WSP that have been deemed ineligible will be billed back to WSP.

Approved by:

 6 May 2011
Kurt Hardin, Acting State E911 Administrator